



Australian Government

Department of Education, Employment and Workplace Relations

SITHFAB018A Provide silver service

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to provide full silver service in a restaurant. The unit has strong links to other specialist food and beverage units.

Silver service standard refers to superior table service in a fine-dining setting where diners are provided with a high level of personalised attention and table service. Some menu items may also be served at the table rather than being ready plated in the kitchen. Menu items may either be prepared in the kitchen or at the table.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to all establishments where full silver service is provided. It generally reflects the role undertaken by an experienced waiter in a fine-dining restaurant who operates with significant autonomy and may be responsible for the supervision of other team members.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

This unit must be assessed after the following prerequisite units:

- SITHFAB003A Serve food and beverage to customers
- SITHFAB004A Provide food and beverage service
- SITXOHS002A Follow workplace hygiene procedures.

Employability Skills Information

Employability skills

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--------------------------------------|--|
| 1 Prepare tables for silver service. | 1.1 <i>Prepare tables</i> to silver service standard, with the appropriate equipment and utensils for a given menu. |
| | 1.2 Set tables to silver service standard, with the appropriate crockery, cutlery, glassware and silverware. |
| | 1.3 Change cutlery on the table in silver service style and at the appropriate time, to suit the customer's choice of |

ELEMENT**PERFORMANCE CRITERIA**

menu items.

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|---|---|-----|--|
| 2 | Work in cooperation with kitchen staff. | 2.1 | Liaise with kitchen staff to ensure correct preparation, presentation and timing of meals. |
| | | 2.2 | Establish an <i>appropriate relationship</i> between the chef and serving staff to ensure silver service between the kitchen and dining room is maintained effectively. |
| 3 | Use silver service techniques to serve meals. | 3.1 | Select correct <i>utensils and equipment</i> for silver service. |
| | | 3.2 | Balance servers correctly and position them appropriately at the table for silver service. |
| | | 3.3 | Serve <i>food items</i> correctly, using the appropriate silver service techniques. |
| | | 3.4 | Portion and place food and condiments correctly, based on advice from kitchen or head waiter. |
| | | 3.5 | Handle hot dishes carefully and provide advice to customers. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- silver service techniques for all types of food
- safety work practices and hygiene issues in relation to silver service
- customer service and communication skills to liaise with other team members, clarify requirements, provide information and listen to and interpret information and non-verbal communication
- numeracy skills to calculate portions and quantities.

The following knowledge must be assessed as part of this unit:

- product knowledge in relation to silver service offered, appropriate to the enterprise
- special issues affecting delivery and coordination of full silver service
- silver service equipment and set ups.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to prepare for silver service and use silver service techniques to serve a variety of meals from all the major food groups, including service of entrees, main courses, accompaniments, desserts and cheeses and include all major food groups
- knowledge of the importance of timing in silver service
- provision of service across a full service period on various food service occasions to address a range of contexts and food items.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully-equipped, operational restaurant or dining area as defined in the Assessment Guidelines
- use of suitable equipment for silver service and authentic food items
- application of skills under normal workplace conditions, including industry realistic ratios of customers to staff for silver service.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate providing silver service for several meals in a commercial dining environment
- written or oral questions to test knowledge of protocol, hygiene and safety aspects of silver service
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHFAB011A Develop and update food and beverage knowledge
- SITHFAB013A Provide specialist advice on food
- SITHFAB325A Provide specialised advice on

EVIDENCE GUIDE

Australian wines and SITHFAB326A Provide specialised advice on imported wines

- SITHFAB017A Provide gueridon service.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Prepare tables includes:

- selecting and setting up linen, glassware, cutlery and crockery according to menu requirements
- polishing cutlery, glassware and crockery
- folding napkins
- using floral decorations or bud vases
- chair placement.

An ***appropriate relationship*** between the chef and food service staff includes:

- good and respectful communication
- identification of particular needs and problems
- timely lodgement of orders and requests to allow for preparation and garnishing of menu items.

RANGE STATEMENT

Utensils and equipment for silver service include:

- white cotton gloves
- linen tablecloths and napkins
- cutlery appropriate for given menu items to be served
- wine baskets
- service trays, platters and doilies
- service cloths for wine service
- heated plates and hot serving utensils
- serving utensils
- floral arrangements or bud vases
- waiter's friend
- carafes for decanting red wine
- candles and matches or lighter
- water jugs
- gueridon
- condiments and accompaniments
- tea and coffee service
- table crumber.

Food items to be served include:

- meat and poultry
- fish and seafood
- hors d'oeuvres and appetisers
- desserts and sweets
- condiments and accompaniments
- sauces
- garnishes
- cheese and dairy products
- fruits
- salads
- vegetables
- specialist items or cuisine.

Unit Sector(s)

Sector

Hospitality

Competency field

Competency field Food and Beverage